

Electronic Return System
10

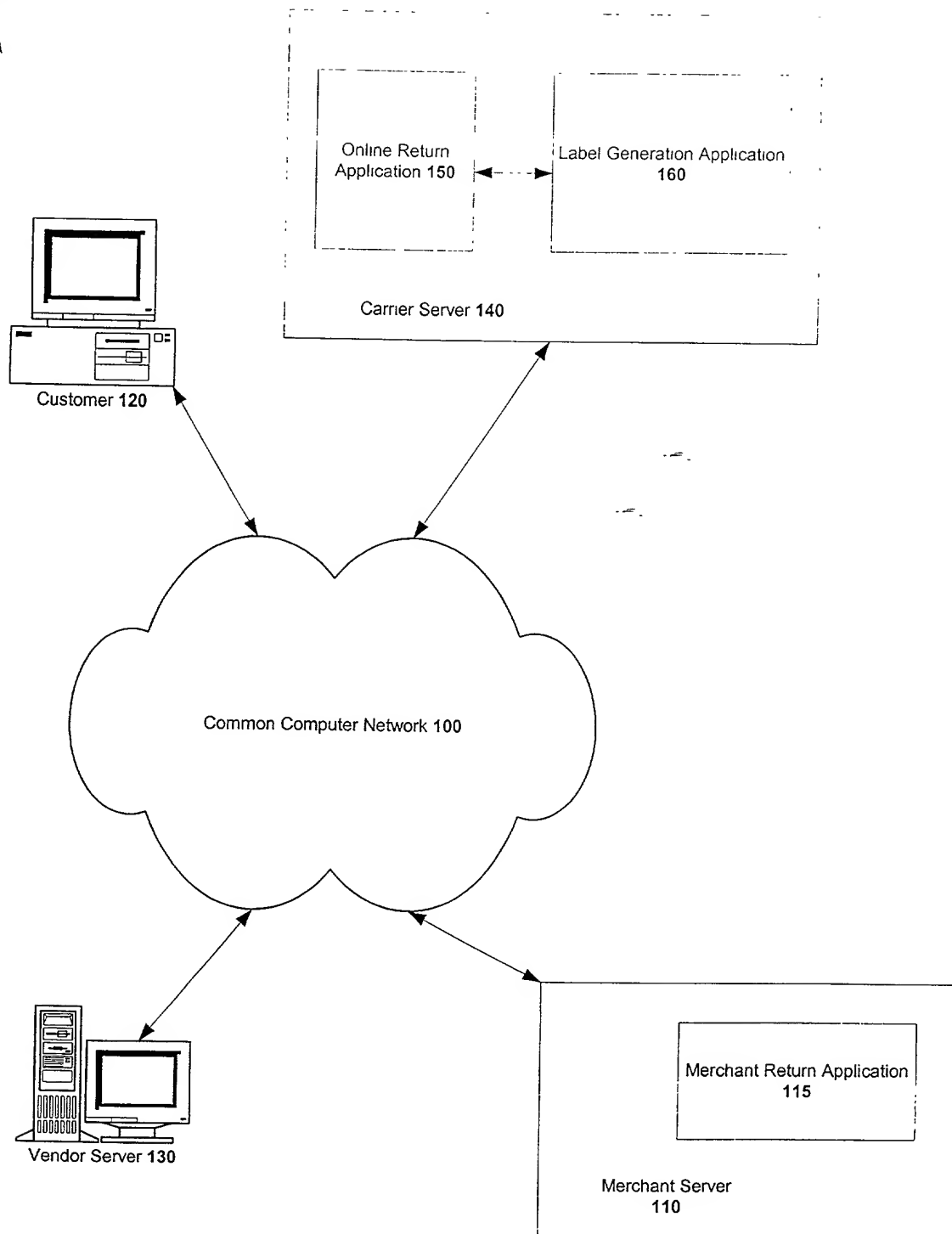


Fig. 1

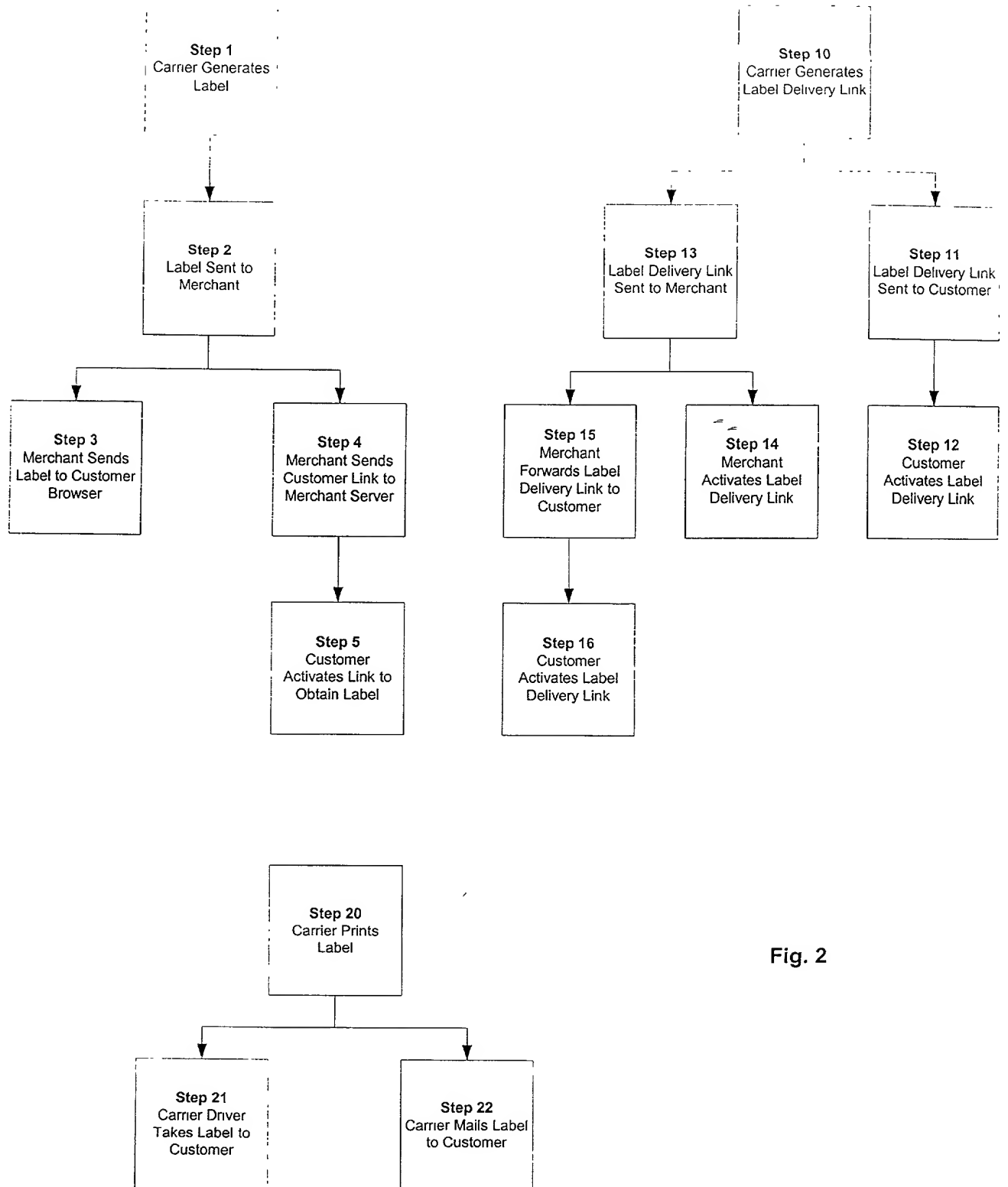


Fig. 2

2037E0-4E9B6001

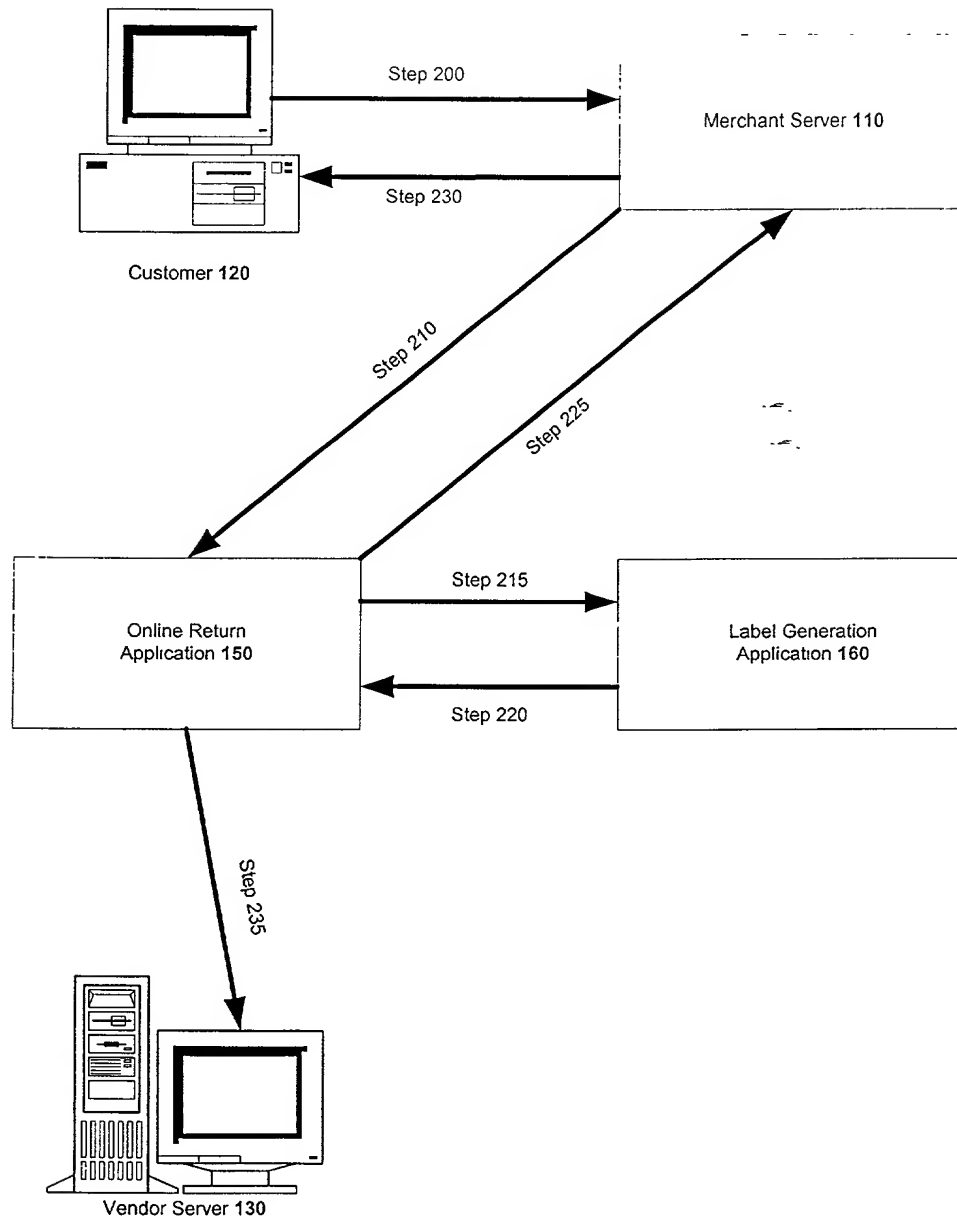


Fig. 3

2007-07-14 14:38:00

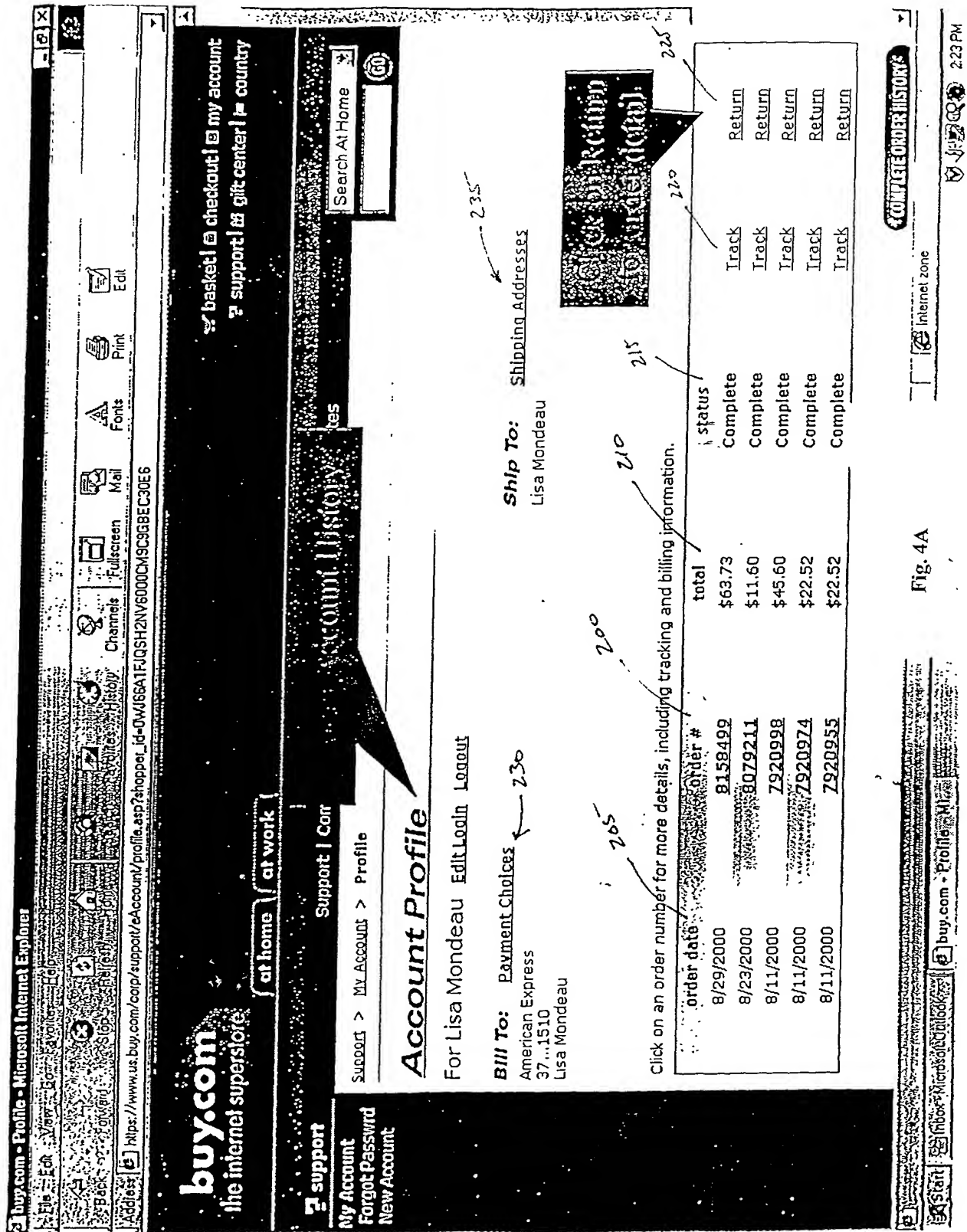


Fig. 4A

Title of Invention: System and Method for Initiating Returns Over a Network

Inventors' Name: Chalmers et al.

Attorney Docket Number: 18360/236825

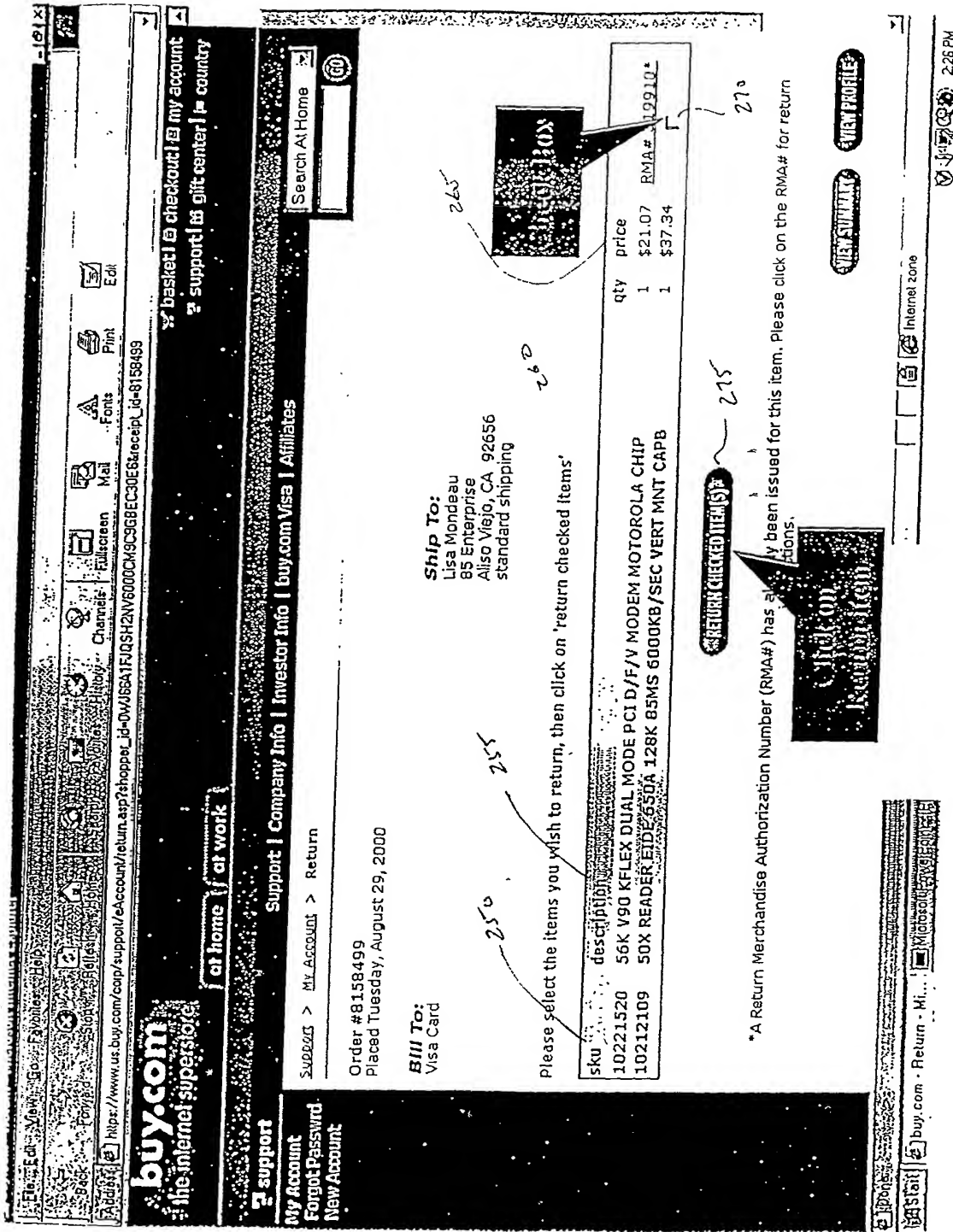


Fig. 4B

buy.com
the internet superstore

Support | Company Info | Investor Info | buy.com Visa | Affiliates

Support > My Account > Submit Return

Order #8158499
Placed Tuesday, August 29, 2000

Please read our return policy for our products.

Request An RMA#

sku 10212109 50X READER EIDE 650MB
qty reason for return 280

Non-defective
Non-defective
Defective
Overshipment
Received Wrong Product

All returned items will be examined upon receipt.
If the item is not as described (i.e. not defective or opened), we may be unable to issue you a credit or send a replacement, and the product may be shipped back to you.

*If you request a replacement, we will ship your replacement after we receive your returned product. If you need a replacement right away, we suggest that you request a credit and place a new order.

return other items

Support | Company Info | Investor Info | buy.com Visa | Affiliates

Search At Home

basket checkout my account
support gift center country

click here

DIRECTV

action requested 290

Credit

opened

REQUEST AN RMA# 295

must include a return merchandise authorization number (RMA#).

manufacturer's packaging 285

SK 85MS 6000KB / SEC VERT MNT CAPB

Internet Explorer

buy.com - Submit Ret... Microsol...
2:27 PM

Fig. 4C

Title of Invention: System and Method for Initiating Returns Over a Network
Inventors' Name: Chalmers et al.
Attorney Docket Number: 18360/236825

20250704 14:58:00

Address: https://www.us.buy.com/corp/support/eAccount/submitteturn.asp?shopper_id=0WJ66A1FJQSH42NV6000CH49C9GBEC30E6&receipt_id=8158499&sku=10212109

Back Home Site Map Help Search

Channels: Fullscreen Mail Font Print Edit

click here DIRECTV. Visa

buy.com the internet superstore

support

My Account
 Forgot Password
 New Account

Support > My Account > Submit Return

Order #8158499
 Placed Tuesday, August 29, 2000

Please read our [return policy](#) for our return guidelines. All returns must include a return number (RMA#).

Request An RMA#	sku	qty	reason for return	action requested
10212109	50X READER EIDE 650A 128K 85MS 6000KB/SEC VERT MINT CAP	1	Defective	Credit

Business Center

Opened 285

Unopened 290

Manufacturer's packaging

285

290

228 PM

Internet zone

buy.com - Submit Ret...

Fig. 4D

20250714 14:58:00

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[Contact Us](#)
[Privacy Policy](#)
[Terms of Service](#)
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[Back](#)
[Forward](#)
[Stop](#)
[Reload](#)
[Print](#)
[Edit](#)

[Full Screen](#)
[Mail](#)
[Font](#)

[https://www.us.buy.com/corp/support/eAccount/submittreturn.asp?shopper_id=0WJ6SA1FJGSH2NV6000CM9SGBEC30E6&receipt_id=8158499&sku=10212109](#)

[click here](#)
[New](#)
[Visa](#)

[basket](#)
[checkout](#)
[my account](#)
[support](#)
[gift center](#)
[country](#)

[buy.com](#)
the internet superstore

[support](#)
[at home](#)
[at work](#)

[Support](#)
[Company Info](#)
[Investor Info](#)
[buy.com Visa](#)
[Affiliates](#)

[My Account](#)
[Forgot Password](#)
[New Account](#)

[Support](#)
[My Account](#)
[Submit Return](#)

Order #8158499
 Placed Tuesday, August 29, 2000

Please read our [return policy](#) for our return guidelines. All returns must include a return merchandise

Request An RMA#

sku 10212109 50X READER EIDE 650A 128K 85MS 6000KB/SEC VERT MNT CAPB

qty 1

reason for return Defective

manufacturer's packaging 280

action requested 290

Replacement

Credit Replacement

Request An RMA#

All returned items will be examined upon receipt. If the item is not as described (i.e. not defective or opened), we may be unable to issue you a credit or send a replacement, and the product may be shipped back to you.

*If you request a replacement, we will ship your replacement after we receive your returned product. If you need a replacement right away, we suggest that you request a credit and place a new order.

[return other items](#)

[buy.com - Submit Ret...](#)

[Internet zone](#)

2:28 PM

Fig. 4E

2012-07-14 14:28:00

buy.com
the internet superstore

Support | Company Info | Investor Info | buy.com Visa | Affiliates

Support > My Account > Submit Return

Order #8158499
Placed Tuesday, August 29, 2000

Return Instructions for RMA # 323530
Put the following products in one box:

212109 50X READER EIDE 650A 128K 85MS 6000KB/SEC VERT MINT CAPB

Return Merchandise Authorization Number for these products is RMA # 323530. Please write this number on your shipping box or return slip.

Click here to display and print your pre-paid shipping label. After you click here, we will also email you this link in case you'd like to print your label at a later time or from a different computer.

Follow the instructions on the label to ship your items to:

buy.com Returns
1395 South Lyon RM C
Santa Ana, CA 92705

- Please return your items in the original manufacturer's packaging.
- Please hold on to your tracking information until the return process is complete.
- We will ship your replacement once we receive your returned product.

Merchant gives the other options

Internet zone 2:30 PM

Fig. 4F

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventors' Name: Chalmers et al.
Attorney Docket Number: 18360/236825

```
<?xml version="1.0"?>
<AccessRequest>
  <AccessLicenseNumber>5B531C247568B520</AccessLicenseNumber>
  <UserId>JohnQPublic</UserId>
  <Password>p@$$w*rd</Password>
</AccessRequest>
<?xml version="1.0"?>
<ReturnRequest>
  <Request>
    <RequestAction>Return</RequestAction>
    <TransactionReference>
      <CustomerContext/>
    </TransactionReference>
    <XpciVersion Version="1.0002"/>
  </TransactionReference>
</Request>
<LabelSpecification>
  <LabelPrintMethod>
    <Code>GIF</Code>
  </LabelPrintMethod>
  <LabelStockSize>
    <Height>8</Height>
    <Width>4</Width>
  </LabelStockSize>
  <HTTPUserAgent>Mozilla/4.5</HTTPUserAgent>
  <LabelImageFormat>
    <Code>GIF</Code>
  </LabelImageFormat>
</LabelSpecification>
<Shipment>
  <Shipper>
    <Name>Merchant</Name>
    <PhoneNumber>8005551212</PhoneNumber>
    <ShipperNumber>abc123</ShipperNumber>
    <Address>
      <AddressLine1>11 Merchant Lane</AddressLine1>
      <City>Atlanta</City>
      <StateProvinceCode>GA</StateProvinceCode>
      <PostalCode>30188</PostalCode>
      <CountryCode>US</CountryCode>
    </Address>
  </Shipper>
  <ShipTo>
    <CompanyName>Vendor</CompanyName>
    <AttentionName>ContactName</AttentionName>
    <PhoneNumber>8009190000</PhoneNumber>
    <Address>
      <AddressLine1>33 Vendor Lane</AddressLine1>
      <City>Atlanta</City>
      <StateProvinceCode>GA</StateProvinceCode>
      <PostalCode>30018</PostalCode>
      <CountryCode>US</CountryCode>
    </Address>
  </ShipTo>
  <ShipFrom>
    <CompanyName>Jane Doe</CompanyName>
    <PhoneNumber>5551414</PhoneNumber>
    <Address>
      <AddressLine1>2001 Consumer Drive</AddressLine1>
      <City>Atlanta</City>
      <StateProvinceCode>GA</StateProvinceCode>
      <PostalCode>30010</PostalCode>
      <CountryCode>US</CountryCode>
    </Address>
  </ShipFrom>
```

Fig. 5A

2009-04-23 10:00:00

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventors' Name: Chalmers et al.
Attorney Docket Number: 18360/236825

351
352
355
360
365
370

```

<ReturnService>
  <Code>4</Code>
</ReturnService>
<Service>
  <Code>01</Code>
</Service>
<PaymentInformation>
  <Prepaid>
    <BillShipper>
      <AccountNumber>123456</AccountNumber>
    </BillShipper>
  </Prepaid>
</PaymentInformation>
<Package>
  <PackageServiceOptions>
    <Notification>
      <NotificationCode>3</NotificationCode>
      <EMailMessage>
        <EMailAddress>Vendor@vendor.com</EMailAddress>
        <Memo/>
        <Subject>Shipment ID</Subject>
        <FromEMailAddress>Shipper@shipper.com</FromEMailAddress>
        <FromName>Merchant</FromName>
        <UndeliverableEMailAddress>Shipper@shipper.com</UndeliverableEMailAddress>
      </EMailMessage>
    </Notification>
  </PackageServiceOptions>
  <AdditionalHandling>
    <ReferenceNumber>
      <Code>75</Code>
      <Value>0123456789</Value>
    </ReferenceNumber>
    <Description>Letter to be returned</Description>
    <PackagingType>
      <Code>01</Code>
    </PackagingType>
  </Package>
</Shipment>
</ReturnRequest>

```

Fig. 5B

Title of Invention: System and Method for Initiating Returns Over a Network

Inventors' Name: Chalmers et al.

Attorney Docket Number: 18360/236825

UPS Internet Shipping. View/Print Label

Page 1

UPS Internet Shipping: View/Print Label

1. **Print the label:** Select Print from the File menu in this browser window to print the label below
2. **Fold the printed label at the dotted line.** Place the label in a UPS Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label.
3. **Getting Your Shipment to UPS**
Customers without a Daily Pickup
 - o Ground, 3 Day Select, and Standard to Canada shipments must be dropped off at an authorized UPS location, or handed to a UPS driver. Pickup service is not available for these services. To find the nearest drop-off location, select the Drop-off icon from the UPS tool bar.
 - o Air shipments (including Worldwide Express and Expedited) can be picked up or dropped off. To schedule a pickup, or to find a drop-off location, select the Pickup or Drop-off icon from the UPS tool bar.
 - o Click here to find your nearest UPS Drop-off Location.

Customers with a Daily Pickup

- o Your driver will pickup your shipment(s) as usual.

4436001

FOLD HERE

SHIP FROM COMPANY NAME (VENDOR) 11 SHIP FROM ADDRESS (VENDOR) LONG ISLAND CITY NY 11101		SHIP TO: SHIP TO ATTENTION NAME (VENDOR) (333) 656-7337 9339 SHIP TO COMPANY NAME (VENDOR) US SHIP TO ADDRESS 2 (VENDOR) US SHIP TO ADDRESS 3 (VENDOR) 33 SHIP TO ADDRESS 1 (VENDOR) ATLANTA GA 30346	
GA 300 9-Q3		GA 300 9-Q3	
UPS NEXT DAY AIR		UPS NEXT DAY AIR	
TRACKING #: 1Z F00 100 84 9006 7972		TRACKING #: 1Z F00 100 84 9006 7972	
BILLING: P/P		BILLING: P/P	
DESC: MerchandiseDescriptionTest		DESC: MerchandiseDescriptionTest	
AUTHORIZED RETURN SERVICE		AUTHORIZED RETURN SERVICE	
RMA: abcdefg		RMA: abcdefg	

Fig. 6

440 RETURN SHIPPING LABEL

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventors' Name: Chalmers et al.
Attorney Docket Number: 18360/236825

500
505
510
515
520
525
535
570

```
<?xml version = "1.0"?>
<ReturnResponse>
  <Response>
    <TransactionReference>
      <CustomerContext>
        <XpciVersion Version = "1.0002"/>
      </CustomerContext>
    </TransactionReference>
    <ResponseStatusCode>1</ResponseStatusCode>
    <ResponseStatusDescription>Success</ResponseStatusDescription>
  </Response>
  <ShipmentResults>
    <ShipmentCharges>
      <TransportationCharges>
        <CurrencyCode>USD</CurrencyCode>
        <MonetaryValue>3.50</MonetaryValue>
      </TransportationCharges>
      <ServiceOptionsCharges>
        <CurrencyCode>USD</CurrencyCode>
        <MonetaryValue>3.50</MonetaryValue>
      </ServiceOptionsCharges>
      <TotalCharges>
        <CurrencyCode>USD</CurrencyCode>
        <MonetaryValue>7.00</MonetaryValue>
      </TotalCharges>
    </ShipmentCharges>
    <BillingWeight>
      <UnitOfMeasurement>
        <Code>LBS</Code>
      </UnitOfMeasurement>
      <Weight>0</Weight>
    </BillingWeight>
    <ShipmentIdentificationNumber>1Z123BDS4561268F9L</ShipmentIdentificationNumber>
    <PackageResults>
      <TrackingNumber>1Z123BDS4561268F9L</TrackingNumber>
      <TransportationCharges>
        <CurrencyCode>USD</CurrencyCode>
        <MonetaryValue>3.50</MonetaryValue>
      </TransportationCharges>
      <ServiceOptionsCharges>
        <CurrencyCode>USD</CurrencyCode>
        <MonetaryValue>3.50</MonetaryValue>
      </ServiceOptionsCharges>
      <TotalPackageCharges>
        <CurrencyCode>USD</CurrencyCode>
        <MonetaryValue>7.00</MonetaryValue>
      </TotalPackageCharges>
    </PackageResults>
  </ShipmentResults>
</ReturnResponse>
```

Fig. 7

**Title of Invention: System and Method for Initiating
Returns Over a Network**

Inventors' Name: Chalmers et al.

Attorney Docket Number: 18360/236825

-----Original Message-----

From: ShipperName(MERCH) [mailto:esc1cbf@ups.com]

Sent: Tuesday, March 06, 2001 11:50 AM

To: esc1gsc@ups.com

Subject: ReturnNotSubjectTest

555
✓

UPS Return Notification

Message:

This notice is to alert you that a shipment is in transit to:

ShipToAttnName(VENDOR)

ShipToCompanyName(VENDOR)

33 ShipToAddr1(VENDOR) ← 420

USShipToAddr2(VENDOR)

USShipToAddr3(VENDOR)

Atlanta, GA 30346

The shipment was processed on Tue Mar 06 11:49:57 EST 2001 by:

ShipFromAttnName(JOEC)

ShipFromCompanyName(JOEC)

11 ShipFromAddr1(JOEC) ← 415

USShipFromAddr2(JOEC)

USShipFromAddr3(JOEC)

Long Island City, NY 11101

This shipment was processed by UPS OnLine Tools.

To learn more about the benefits of shipping with UPS OnLine, please see:

<http://ec.ups.com>

Shipment Detail:

Tracking# for Shipment: 1ZF001008493498233 ← 375

Merchandise Description: MerchandiseDescriptionTest ← 460

Additional Detail:

UPS Service Level: Next Day Air ← 427

Shipment Weight: 4.0 LBS ← 430

RMA: abcdefg ← 470

You can track the shipment at any time from the following URL:

<http://wwwapps.ups.com/etracking/tracking.cgi?tracknum=1ZF001008493498233>

Or go to <http://wwwapps.ups.com/etracking/tracking.cgi>

and enter the tracking number.

Fig. 8A

1009864-0100

**Title of Invention: System and Method for Initiating
Returns Over a Network**

Inventors' Name: Chalmers et al.

Attorney Docket Number: 18360/236825

2007-04-16 14:36:00

```
<?xml version="1.0" ?>
- <ReturnNotificationEmail>
- <Shipper>
  <Name>ShipperName(MERCH)</Name>
  <AttentionName>ShipperAttnName(MERCH)</AttentionName>
- <Address>
  <AddressLine1>22 ShipperAddr1</AddressLine1>
  <City>Belle Mead</City>
  <StateProvinceCode>NJ</StateProvinceCode>
  <PostalCode>08502</PostalCode>
  <Country>US</Country>
</Address>
</Shipper>
- <ShipFrom>
  <CompanyName>ShipFromCompanyName(JOEC)</CompanyName>
  <AttentionName>ShipFromAttnName(JOEC)</AttentionName>
- <Address>
  <AddressLine1>11 ShipFromAddr1(JOEC)</AddressLine1>
  <AddressLine2>USShipFromAddr2(JOEC)</AddressLine2>
  <AddressLine3>USShipFromAddr3(JOEC)</AddressLine3>
  <City>Long Island City</City>
  <StateProvinceCode>NY</StateProvinceCode>
  <PostalCode>11101</PostalCode>
  <Country>US</Country>
</Address>
</ShipFrom>
- <ShipTo>
  <CompanyName>ShipperName(MERCH)</CompanyName>
- <Address>
  <AddressLine1>33 ShipToAddr1(VENDOR)</AddressLine1>
  <AddressLine2>USShipToAddr2(VENDOR)</AddressLine2>
  <AddressLine3>USShipToAddr3(VENDOR)</AddressLine3>
  <City>Atlanta</City>
  <StateProvinceCode>GA</StateProvinceCode>
  <PostalCode>30346</PostalCode>
  <Country>US</Country>
</Address>
</ShipTo>
<Description>MerchandiseDescriptionTest</Description>
- <PackageWeight>
- <UnitOfMeasurement>
  <Code>LBS</Code>
</UnitOfMeasurement>
  <Weight>4.0</Weight>
</PackageWeight>
- <ReferenceNumber>
  <Code>75</Code>
  <Value>abcdefg</Value>
</ReferenceNumber>
<TrackingNumber>1ZF001008493498233</TrackingNumber>
</ReturnNotificationEmail>
```

340 560

415

420

460

470

375

Fig. 8B

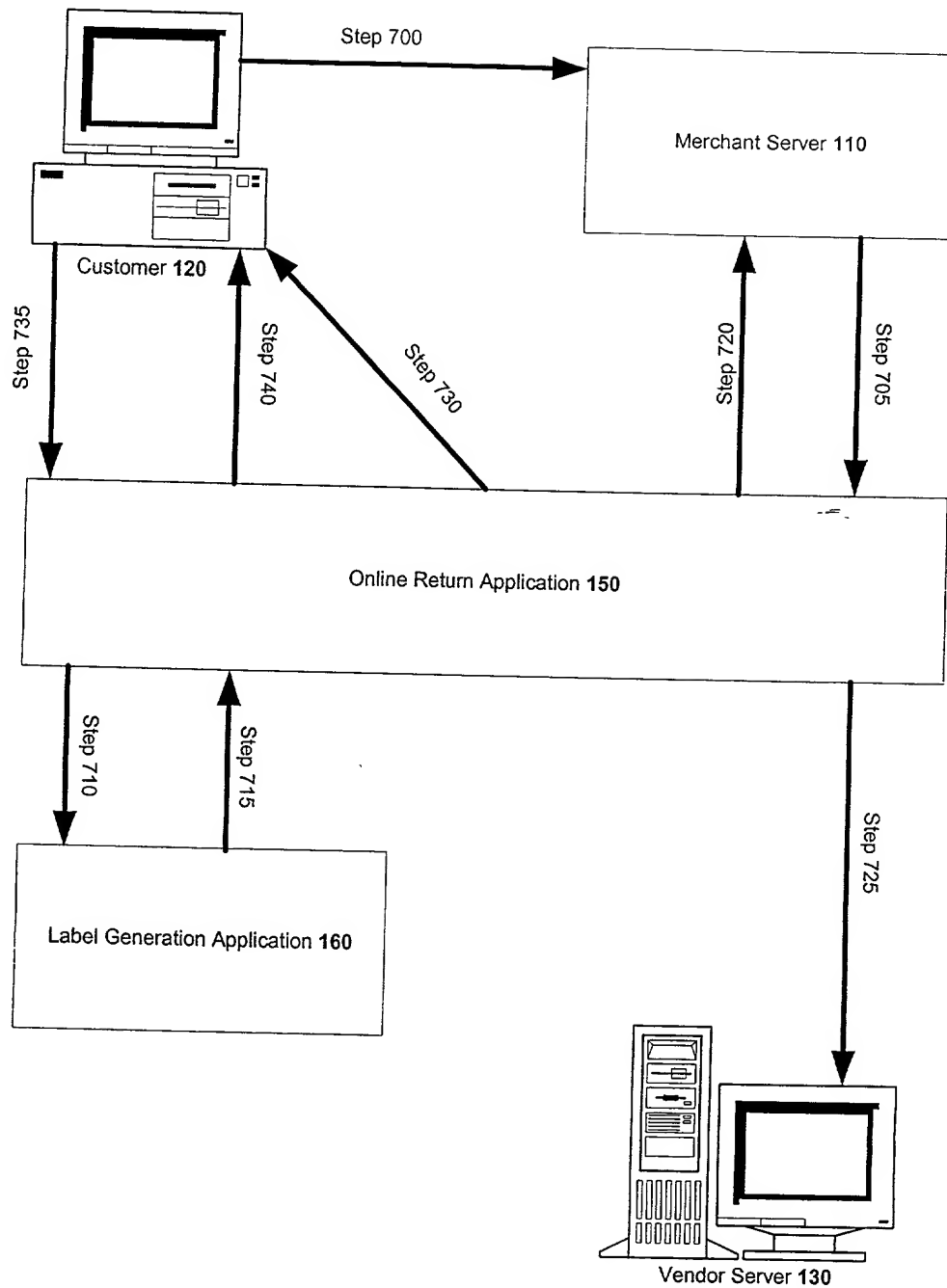
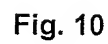


Fig. 9



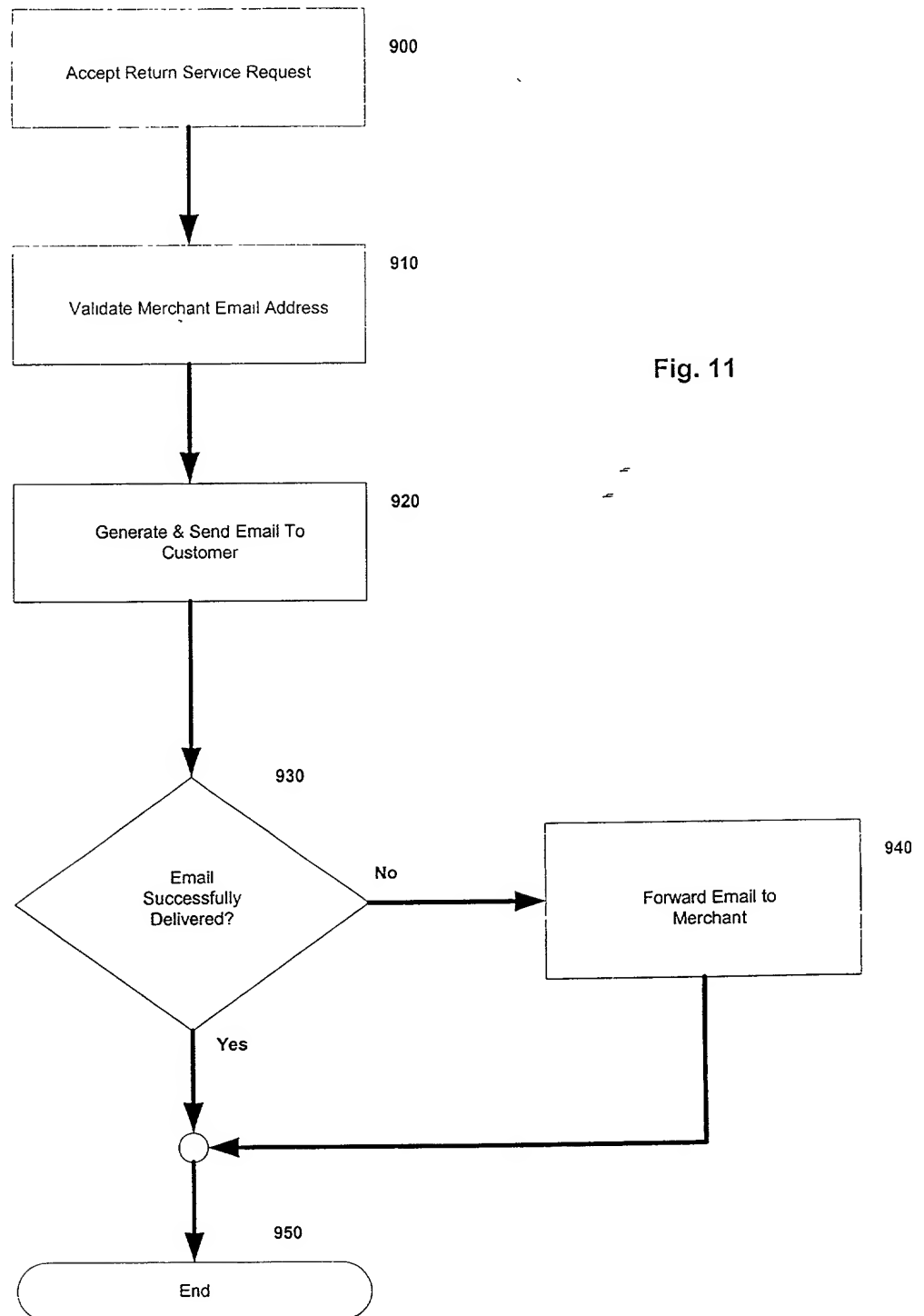


Fig. 11

2025-10-10 10:10:10